Shey Jean-Philippe

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sjphilippe.github.io

Experience

Cloud Support Engineer   **Aug 2021 – Dec 2021**
Acronis
- Knowledge of Linux CLI to access and collect logs from remote servers
- Developed documentation using JIRA and Salesforce to describe MSP technical issues regarding version changes to Acronis products.
- Troubleshoot MSP technical incidents related to virtual environments (Hyper-V, VMware ESXi) and business applications (MS SQL, MS Exchange, MS Outlook, Active Directory)
- Gathered and analyzed Windows logs, dumps and packets (Wireshark) for troubleshooting

Home Health PTA PRN   **March 2021- present**
Little Champs Therapy and Yoga
- Navigated patient data using electronic health record systems like Cerner, Paraoxis, and Practice Perfect
- Coordinated with other medical staff (nurses, doctors, surgery) and patients personal schedules to consistently provide quality healthcare

Client Relations Specialist   **Jan 2018 – present**
POS Systems Inc.
- Designed point of sales interface specific to customer work flow and requirements
- Installed and supported PCI compliant deceives for credit card processing at customer sites
- Configured and scheduled routine financial reports to client specifications
- Customized hardware solutions to meet client demands in unique work environments
- Deployed cloud serviced automated regular secure FTP backups across hundreds of client sites
- Trained client staff on POS systems to ensure seamless transitions at go live

Database Research Intern   **Jan 2017 - Sept 2017**
Environmental Working Group
- Contributing Projects: SkinDeep, 2017 Sunscreen Database, Tap Water Database

Projects

Los Angeles Metro Bike Share
Link: *sjphilippe.github.io*
- Analyzed LA Metro bike data from October - December 2021. Analysis focused on rider, station and bike usage data. Some goals of this project include an insight to the popularity of various bike stations and Metro use frequency of rider types. Tool used: PostgreSQL, Excel, Tableau and Github.

Education

Physical Therapist Assistant, AS - *St. Petersburg College*

Environmental Science and Policy, BS - *University of South Florida*

Skills: Languages (R, SQL, Python), Tableau, Github, CRM (Salesforce, JIRA), PCI Compliance
Certifications: Google Data Analytics, Physical Therapist Assistant